

Virgin HealthMiles Program Frequently Asked Questions

Basics:

What is the Virgin HealthMiles Program?

It is a wellness program that rewards you for engaging in healthy activities. Through the Virgin HealthMiles Program, you have the ability to track your physical activity and earn points. The points then translate into contributions to your Health Savings/Flexible Spending Account.

Who is eligible to participate?

The Virgin HealthMiles Program is open to all regular full-time civilian employees.

Is there a fee to participate?

Participation in the Virgin HealthMiles Program is free to all eligible employees.

Am I automatically enrolled in the Virgin HealthMiles Program?

No. To register for the Virgin HealthMiles Program and order your GoZone activity tracker (pedometer), visit www.virginhealthmiles.com/cityofsanantonio.

GoZone:

What is a GoZone?

The GoZone is the personal activity monitoring device (pedometer) that the Virgin HealthMiles Program uses to track your physical activity. It measures your daily activity in steps. You should wear it clipped to your waistband or pocket for the most accurate results.

How do I get a GoZone?

You order your GoZone at the time you register for the Virgin HealthMiles Program. It will take approximately 7-10 business days to receive your GoZone from the time you order it.

What happens if I lose my GoZone?

If you lose your GoZone, you will need to purchase a replacement activity tracker through the Virgin HealthMiles website for a cost of \$24.99.

HealthMiles:

What are HealthMiles?

HealthMiles are the points you earn by tracking your physical activity with your GoZone or engaging in healthy activities.

What are some of the ways I can earn HealthMiles?

Ways to earn HealthMiles include:

Physical Activity – Earn 80 HealthMiles per day by taking 12,000 – 19,999 steps

Measurements – Earn 50 HealthMiles per month by entering your personal measurements (weight, blood pressure, or body fat percentage) into the LifeZone web portal or Dash application. To earn those points you must be at the ideal or show improved measurements.

Connections – Earn 100 HealthMiles the first time you create or join a group. You can earn 200 HealthMiles by completing 100% of your profile.

Other – Earn 10 HealthMiles per visit (maximum 2 per week) for logging into the LifeZone web portal. You can earn 100 HealthMiles per year for declaring yourself a non-tobacco user.

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For a complete menu of ways to earn HealthMiles, visit the HealthMiles Life Zone web portal or www.virginhealthmiles.com/cityofsanantonio.

How do I turn my activities into HealthMiles?

- 1) Wear your GoZone regularly.
- 2) Upload your information from your GoZone to the the HealthMiles LifeZone web portal or *Dash* mobile application to keep track of your activities. You can also access the Life Zone web portal through one of the City's 11 Employee Health Stations. A listing of the City's Employee Health Stations can be found online at www.sanantonio.gov/hr/employee_information/wellness/em_health_stations.asp.
- 3) Earn HealthMiles!

Where can I find the *Dash* mobile application?

To download the *Dash* mobile application onto your smartphone, search for the Virgin HealthMiles Dash application in your smartphone's application store/library. Once you have found it, download it to your phone. Through the *Dash* application, you can add your measurements, track your activity, and upload your activities to earn HealthMiles.

Do I lose my HealthMiles at the end of the year?

You have one year from the date you register for the Virgin HealthMiles Program to earn as many HealthMiles as you can.

Ex: If you register for the Virgin HealthMiles Program on Feb. 10, 2013, you will have until Feb. 9, 2014 to earn as many HealthMiles as you can. At midnight on Feb. 10, 2014, your HealthMiles will be reset to zero.

Health Savings/Flexible Spending Account Contributions:

How do HealthMiles translate into contributions to my Health Savings/Flexible Spending Account?

Contributions to your Health Savings/Flexible Spending Account are based on five reward levels. Everyone starts out at Level 1 with zero HealthMiles. The more activities you complete, the more HealthMiles you earn, which leads to contributions to your Health Savings/Flexible Spending Account. A breakdown of the five reward levels and contributions is below.

Level	HealthMiles (Points)	Contribution to HSA/FSA
Level 1	Up to 5,999	\$0
Level 2	6,000 – 11,999	\$25
Level 3	12,000 – 23,999	\$75
Level 4	24,000 – 35,999	\$125
Level 5	36,000+	\$275
Total Contribution Once Level 5 Has Been Reached		\$500

How much in contributions to my Health Savings/Flexible Spending Account can I earn?

Through the Virgin HealthMiles Program, you can earn up to \$500 in contributions to your Health Savings/Flexible Spending Account in 2013.

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Can I participate even if I did not open a Health Savings/Flexible Spending Account during open enrollment?

Yes. If you did not open a Health Savings/Flexible Spending Account during open enrollment, a Flexible Spending Account will be opened for you.

When will I see the contributions in my Health Savings/Flexible Spending Account?

Contributions are automatically added to your Health Savings/Flexible Spending Account once a new level is reached. It will take approximately 60 days for your account to reflect the contribution amount.

Other:

Who can I contact if I have questions or need assistance?

If you have questions about the Virgin HealthMiles Program, you can contact Virgin HealthMiles directly at 1 (866) 852-6898 or healthmiles@virginhealthmiles.com or the City's Employee Wellness Program at 207-WELL (9355) or wellness@sanantonio.gov. Your department's Wellness Ambassador and Human Resources Generalist/Specialist can also answer questions about this program.

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